

9SIX FLAGS NEW ENGLAND	
SUBJECT: EARTHQUAKES	EMERGENCY RESPONSE PROCEDURES
SECTION: 22	PAGE: 1 of 9
EFFECTIVE: JANUARY 2016	SUPERSEDES: ALL PREVIOUS

EARTHQUAKES

PURPOSE

Provide guidelines for a **Minor Earthquake**.

Threats and Considerations

- . Road closures
- . Exiting of guests
- . Power loss
- . Water loss
- . Minor structure damage
- . Natural gas leaks
- . Water leaks
- . Sewer leaks

POLICY

An earthquake shall be considered minor when the effects of the shaking have limited impact on the operations of the park.

PROCEDURE

1.01 The following can be used as guidelines to determine if the earthquake is to be determined minor

- A. Earth movement felt by only a small percentage of guests and employees. There is only temporary loss of electrical power.
- B. There is no immediate report of damage or injuries.
- C. Municipal emergency services agencies report that the effects of the quake are minor or non-existent.
- D. There is little or no damage to park property.

1.02 Each Duty Manager shall be available to respond to a minor earthquake.

- A. Duty Manager shall respond to the ECC and:
 - 1. Evaluate the effects of the earthquake on the park operation.
 - 2. Prepare for mass exiting of guests and possible panic.
 - 3. Evaluate need for park evacuation or early closure of the park.
 - 4. Initiate park wide inspections of facilities and utilities..
 - 5. Coordinate Duty Managers in managing specific related problems.
- B. Maintenance Department Duty Manager shall coordinate maintenance personnel to:
 - 1. Check for natural gas leakage in facilities and from supply lines within the park.

9SIX FLAGS NEW ENGLAND	
SUBJECT: EARTHQUAKES	EMERGENCY RESPONSE PROCEDURES
SECTION: 22	PAGE: 2 of 9
EFFECTIVE: JANUARY 2016	SUPERSEDES: ALL PREVIOUS

2. Evacuate rides where guests may be stranded.
3. Check water and sewage systems for possible leakage.
4. Inspect all rides for structural integrity.

C. Operations Department Duty Manager to coordinate operations supervision to:

1. Evacuate rides where necessary.
2. Inspect restrooms for water or sewage leakage.
3. Assist with park evacuation, if necessary.

D. Entertainment Department Duty Manager to coordinate Entertainment personnel to:

1. Inspect all theaters for damage.
2. Evacuate theaters if necessary.

E. Food Service Department Duty Manager to coordinate Food Service supervision to:

1. Inspect Food Service locations for damage.
2. Food facility evacuations if necessary.
3. Assist with park evacuation if necessary.

F. Retail Department Duty Manager to coordinate Merchandise supervision:

1. Inspect stores for damage.
2. Inspect warehouses for damage.
3. Evacuate stores if necessary.
4. Assist with park evacuation if necessary.

G. Games Department Duty Manager to coordinate Games supervision to:

1. Inspect games and arcades for damage.
2. Evacuate arcades if necessary.
3. Assist with park evacuation if necessary.

H. Security Shift Supervisor shall report to the Main Gate to:

1. Monitor the flow exiting guests and advise Duty Manager of any unusual flow.
2. Supervise Security Mobile Units in monitoring exiting vehicle traffic.
3. Deploy Security Officers at Guest Relations for possible crowd control.
4. Ensure that all traffic lanes are clear for exiting guests.
5. Determine if tram service should be increased or discontinued, depending on the amount of exiting guests.

9SIX FLAGS NEW ENGLAND	
SUBJECT: EARTHQUAKES	EMERGENCY RESPONSE PROCEDURES
SECTION: 22	PAGE: 3 of 9
EFFECTIVE: JANUARY 2016	SUPERSEDES: ALL PREVIOUS

PURPOSE

Provide guidelines for a **Major Earthquake**.

Threats and Considerations

- Numerous injuries and/or fatalities
- Numerous fires
- Trapped guests and employees
- Power loss
- Water loss
- Natural gas leaks
- Structure failures
- Panic
- Dam break
- Flooding
- Mass exiting of guests and employees
- Lack of fire and paramedic services
- Isolation due to road closures
- Limited water and food resources
- After shocks
- Migration of area residents seeking shelter

POLICY

An earthquake shall be considered major when the effects of the shaking are significant enough to be felt by a majority of guests and employees, and cause widespread and/or serious facility damage.

1.01 It is Duty Manager's responsibility to ensure that all Duty Managers are coordinating each operating department's personnel in facility checks.

1.02 Communications shall relay to Duty Manager areas of major damage or numerous injuries. Duty Manager must deploy available resources to areas of need on a priority basis.

1.03 In the event of a major earthquake, there is a high probability that the park shall be cut off from outside resources such as fire and paramedics. Once search, rescue, and evacuation procedures are completed, Duty Manager must initiate procedures to provide shelter and basic needs for those guests and employees remaining on park property. There is also a possibility that residents living nearby shall arrive at the park seeking shelter, food and water.

1.04 A staging area for lost children, separated parties and stranded juveniles will be designated as the Group Sales window at the main gate.

9SIX FLAGS NEW ENGLAND	
SUBJECT: EARTHQUAKES	EMERGENCY RESPONSE PROCEDURES
SECTION: 22	PAGE: 4 of 9
EFFECTIVE: JANUARY 2016	SUPERSEDES: ALL PREVIOUS

PROCEDURE

1.05 The following can be used as guidelines to determine if the earthquake is to be determined major:

- A. Earth movement felt by a large percentage of guests and employees.
- B. There is loss of electrical power.
- C. There is an immediate report of damage or injuries.
- D. Local emergency services agencies report that the effects of the quake are major.
- E. There is major damage to park property.

1.06 Each Duty Manager shall be available to respond to a major earthquake.

- A. Duty Manager shall respond to the ECC and:
 - 1. Evaluate the effects of the earthquake on the park operation.
 - 2. Prepare for mass exiting of guest and possible panic.
 - 3. Evaluate need for park evacuation or early closure of the park.
 - 4. Initiate park wide inspections of facilities and utilities.
 - 5. Coordinate Duty Managers in managing specific related problems.
- B. Operations Base shall immediately contact the Massachusetts State Police at (413) 736-8390 to ascertain if there are any immediate threats to the park, and the condition of the major roads leading out of Agawam.
- C. Operation Base shall log the locations and numbers of injuries and fatalities.
- D. Maintenance Department Duty Manager shall coordinate maintenance personnel to:
 - 1. Check for natural gas leakage in facilities and from supply lines within the park.
 - 2. Evacuate rides where guests may be stranded.
 - 3. Check water and sewage systems for possible leakage.
 - 4. Inspect all rides for structural integrity.
- D. Operations Department Duty Manager to coordinate Operations supervision to:
 - 1. Evacuate rides where necessary.
 - 2. Inspect restrooms for water or sewage leakage.
 - 3. Assist with park evacuation if necessary.
- E. Entertainment Department Duty Manager to coordinate Entertainment personnel to:
 - 1. Inspect all theaters for damage.
 - 2. Evacuate theaters if necessary.
- F. Food Service Department Duty Manager to coordinate Food Service supervision to:

9SIX FLAGS NEW ENGLAND	
SUBJECT: EARTHQUAKES	EMERGENCY RESPONSE PROCEDURES
SECTION: 22	PAGE: 5 of 9
EFFECTIVE: JANUARY 2016	SUPERSEDES: ALL PREVIOUS

1. Inspect Food Service locations for damage.
2. Food facility evacuations if necessary.
3. Assist with park evacuation if necessary.

G. Retail Department Duty Manager to coordinate Merchandise supervision:

1. Inspect stores for damage.
2. Inspect warehouses for damage.
3. Evacuate stores if necessary.
4. Assist with park evacuation if necessary.

H. Games Department Duty Manager to coordinate Games supervision to:

1. Inspect games and arcades for damage.
2. Evacuate arcades if necessary.
3. Assist with park evacuation if necessary.

I. Security Shift Supervisor shall report to the Main Gate to:

1. Monitor the flow of exiting guests and advise Duty Manager of any unusual flow.
2. Supervise Security Mobile Units in monitoring exiting vehicle traffic.
3. Deploy Security Officers at guest relations for possible crowd control.
4. Ensure that all traffic lanes are clear for exiting guests.
5. Determine if tram service should be increased or

discontinued, depending on directly to life threatening injuries. All persons with non-life threatening injuries shall be kept where they are unless threatened by a serious hazard.

K. If and when emergency services arrive, they shall be escorted by Security directly to the locations of the gravely injured. Known fatalities shall not be attended to until all injuries have been handled first.

L. A triage area will be designated if warranted.

1.07 Reuniting lost children, separated parties and stranded juveniles on park property will go as follows:

A. Two employees shall log in guests and issue numbered tags to juveniles.

B. Juveniles shall be issued a numbered two-part tag. Once the tag is completed by the employee, the bottom portion shall be separated and retained by the employee. The top section of the tag shall be worn around the neck of the guest by string.

C. When a parent or guardian arrives to claim the juvenile, the employee shall verify the person's identification, record it on the bottom portion of the tag, remove the tags from the juvenile, and allow the guests to leave. Both portions of the tag shall be retained by the employee and turned into the Security Office.

9SIX FLAGS NEW ENGLAND	
SUBJECT: EARTHQUAKES	EMERGENCY RESPONSE PROCEDURES
SECTION: 22	PAGE: 6 of 9
EFFECTIVE: JANUARY 2016	SUPERSEDES: ALL PREVIOUS

3. In the event that there are injuries or park damage the following personnel may need to be contacted.

- a. The Safety/Security Manager
- b. The manager of the location that was damaged
- c. Any personnel that the Safety/Security Manager directs you to contact

1.08 The off property staging area for reuniting lost children, separated parties and stranded juveniles shall be designated at the West Lot Tram Station. If the off-property staging area activated, Operations Base shall ensure that all park supervision is notified. Security Supervision shall coordinate transport of lost children and separated parties with APD.

A. Operations Base is aware of the off-site staging area so that people calling to inquire about lost children and separated parties can be directed to the staging area.

B. Radio and Television media are advised of the location of the off-property staging area so that they can advise the public.

C. The variable message board on Main St. is reprogrammed to advise incoming vehicle traffic of its location.

1.09 In the event that the Park suffers damages from a major earthquake during the park's non-operating hours, the Security Staff will take over the Emergency responsibilities.

A. Operations Base will do a complete personnel check of all Security staff. (If Security base is unsafe to use, the desk officer will proceed to the Security Supervisor mobile and use the radio in the mobile to do the personnel check.)

B. The desk officer will also contact the following units and have them do a personnel check, and report any injuries to Security.

- 1. Maintenance Director
- 2. Operations Director
- 3. Marketing Director
- 4. Revenue Director
- 5. Cash Control Supervisor
- 6. Any other department or contractor that is working in the park

C. The desk officer will keep a record of all times and information on the Earthquake Log Sheet.

D. All Security staff will report to the Supervisor mobile outside the Communication center where the Security supervisor will direct the following:

- 1. One unit will be sent to check all utility mains, i.e. gas, water and electrical

9SIX FLAGS NEW ENGLAND	
SUBJECT: EARTHQUAKES	EMERGENCY RESPONSE PROCEDURES
SECTION: 22	PAGE: 7 of 9
EFFECTIVE: JANUARY 2016	SUPERSEDES: ALL PREVIOUS

2. Two units will be deployed in the park and patrol the east side and west side

They will check for:

- a. Injured employees
- b. Fires
- c. Damage to park property
- d. Any other problems that they noticed

EARTHQUAKE LOG SHEET

(Park Close)

Date: _____

Time: _____

Department	Time	Personnel Status	Time	Park Damage	Missing Personnel	Time	Time Found
Security							
Maintenance							
Auto Shop							
Staff Shop							
Cash Control							
Gas Main							
Electrical Main							
Water Main							
East Park							
West Park							